SYNC

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SUPPLEMENTAL GUIDE
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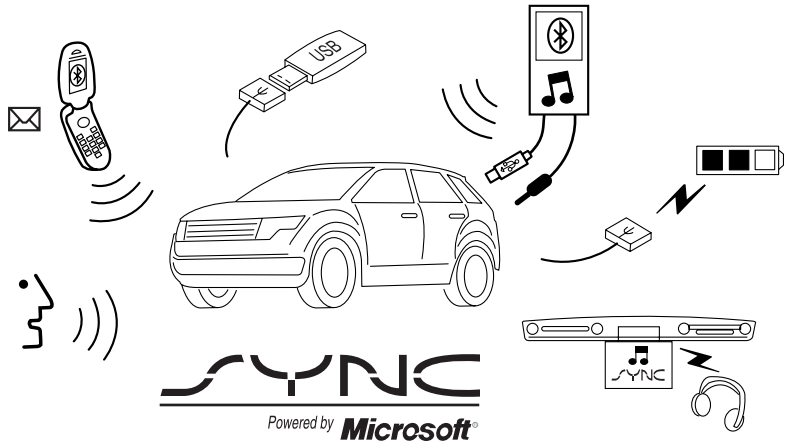
WHAT IS SYNC®?



Thank you for purchasing SYNC®!

SYNC® is a hands-free communications and entertainment system that literally 'syncs up' with all other multimedia systems in your vehicle. SYNC® delivers convenience with voice activated calling and hands-free conversations, digital media player command and control as well as easy to use voice commands. The world outside your vehicle cabin may be chaotic, but inside, with SYNC®, it's always a smooth ride. All you have to do is sync it and stow it. We'll take care of the rest.

Welcome to the new world of ingenuity and passion - technology that is both fun and functional. Welcome to SYNC®.

For more information, please visit www.SyncMyRide.com.

See *End User License Agreement* at the end of this book

Introduction

SAFETY INFORMATION

WARNING: Driving while distracted can result in loss of vehicle control, accident and injury. Ford strongly recommends that drivers use extreme caution when using any device that may take their focus off the road. The driver's primary responsibility is the safe operation of their vehicle. Only use cell phones and other devices not essential to the driving task when it is safe to do so.

- Do not attempt to service or repair SYNC®. See your authorized dealer.
- Do not operate playing devices if the power cords and/or cables are broken, split or damaged. Carefully place cords and/or cables where they will not be stepped on or interfere with the operation of pedals, seats and/or compartments, or safe driving abilities.
- Do not leave playing devices in the vehicle in extreme conditions as it could cause damage to your device. Refer to your device's user guide for further information.
- For your safety, some SYNC® functions are speed dependent and cannot be performed when the vehicle is traveling at speeds greater than 3 mph (5 km/h).
- Ensure that you review your device's user guide before using with SYNC®.

PHONE DEPENDENT FEATURES

While SYNC® supports a variety of features, many are dependent upon the functionality of your cell phone with *Bluetooth*® wireless technology. At a minimum, most cellular phones with *Bluetooth* wireless technology support the following functions:

- Answering an incoming call
- Ending a call
- Using privacy mode
- Dial a number
- Redial
- Call waiting notification
- Caller ID

Other features, such as text messaging via *Bluetooth*, and automatic phone book download are phone dependent features. To ensure that you have a compatible cellular phone, refer to your phone's user manual and visit www.SyncMyRide.com.

SYNC® VOICE RECOGNITION FEATURE

SYNC® is equipped with an advanced interactive Voice Recognition (VR) system. This system allows you to perform many operations by "speaking" certain commands to the system. The system will respond with a series of audible tones, prompts, questions and spoken confirmations depending on the situation and the chosen level of dialogue interaction.

Feedback through audible tones

Your VR system will respond through various audible tones. You may hear a tone at the following times:

- When you press VOICE or on your steering wheel controls.
- When you access the help feature.
- When the VR system does not understand your request
- When a VR session is completed successfully
- When a VR session is ended unsuccessfully
- When a speed dependent feature has been accessed
- When a new device is connected

SYNC® has five different audible tones that will play depending on the circumstance.

- Initial: Sounds when you are entering a new mode.
- Positive: Sounds for a positive recognition or a successful VR session completion.
- Negative: Sounds for a negative recognition, an unsuccessful VR session, or when a speed dependent feature has been accessed.
- Listening: Sounds when the system is ready to listen for a command.
- Help: Sounds when you ask for 'Help'.

Confirmation prompts

Confirmation prompts are short questions asked by the system when the system has not clearly understood your request or when there are many possible responses to your request. For example, if you have Confirmation prompts ON, the system may say, "Phone, is that correct?". The system will then listen for a "Yes" or "No" confirmation from you. If you say "Yes", the system will proceed. If you say "No", the system will ask you to say the command again. If you have Confirmation prompts OFF, the system will simply make a best guess as to what you requested.

If the system has a low confidence level of what was asked, it will prompt you to try again or ask for help.
Note: Even with Confirmation prompts turned OFF, you may be asked to confirm certain settings occasionally.

Clarification through candidate lists

Candidate lists are created when the system has several possible options of similar level of confidence as a result of your request. The system will submit back to you as many as four possibilities for your clarification. This may happen either with your phone book and/or music selections.

Example #1:

You want to call John Doe at home, so you say, “Call John Doe at home”. If the system has a similar confidence level for a few items, it may respond with:

- (initial tone) “Say 1 after the tone to call John Doe at home. Say 2 after the tone to call Johnny Doe on mobile. Say 3 after the tone to call Jane Doe at home.” (listen tone)

Example #2:

You want to listen to a certain artist, so you say, “Play Artist John”. If the system has a similar confidence level for two possible options, it may respond with:

- (initial tone) “Say 1 after the tone to play John Doe. Say 2 after the tone to play Johnny Doe.” (listen tone)

USING VOICE COMMANDS WITH SYNC®

There is a push to talk button on your steering wheel controls labeled either VOICE or . Press to activate Voice Recognition. You will hear a tone and LISTENING will appear in the radio display signaling that the system is ready to accept your command. Speak the command clearly to ensure that the system is able to recognize and perform the desired function.

For the best voice recognition performance:

- Ensure that the interior of the vehicle is as quiet as possible. Wind noise from open windows and road vibrations may prevent the system from correctly recognizing spoken voice commands.
- After pressing VOICE or , wait until the tone sounds and LISTENING appears in the radio display before speaking a command. Any command spoken prior to this will not register with the system.
- At any time, you can interrupt the system while it is speaking by pressing VOICE or . The system will respond with a listening tone and allow you to speak a command.
- Speak naturally without large pauses in between words.

At any time, you may say these commands:

- USB
- Bluetooth Audio
- Phone
- Cancel
- Help
- Line in
- Voice settings
- Vehicle health report (if equipped, U.S. only)

USB: Say to access the device connected to the USB port.

Bluetooth audio: Say to access/use streaming music from your cellular phone enabled with *Bluetooth* wireless technology.

Line in: Say to access the device plugged into your auxiliary input jack.

Phone: Say to access hands-free phone mode.

Voice settings: Say to access the voice settings menu. Refer to *Commands for voice settings* in the following section.

Help: Say at any time for options in a specific mode. SYNC will list various options for you audibly. The 'help' request is always available.

Cancel: Say to cancel the requested action.

Vehicle health report (if equipped): Say to request to run a vehicle health report on your vehicle.

Commands for voice settings

In voice settings, you can customize the level of system interaction, help and feedback. The system default settings include standard interaction as well as candidate lists and confirmation prompts as all provide the most guidance and feedback.

At any time, while in voice settings, you may say these commands to adjust the voice settings:

- Interaction mode advanced
- Confirmation prompts on
- Media candidate lists on
- Phone candidate lists on
- Interaction mode standard
- Confirmation prompts off
- Media candidate lists off
- Phone candidate lists off

Interaction mode standard/advanced: Standard interaction mode provides more detailed interaction and guidance while the advanced mode has less audible interaction and more tone prompts.

Confirmation prompts on/off: Confirmation prompts are short questions asked by the system when the system has not clearly heard or understood your request. **Note:** Even with Confirmation prompts turned OFF, you may be asked to confirm settings occasionally.

Phone/media candidate lists on/off: Candidate lists are a list of possible results from your voice commands. These occur when SYNC® has equal confidence of several possible results from your voice command.

For voice commands available in SYNC® phone mode, refer to *Voice commands in phone mode* in the Phone chapter.

For voice commands available in SYNC® media mode, refer to *Voice commands in media mode* in the Media chapter.

SYSTEM CONTROLS

SYNC® will interact with your audio system, steering wheel controls, and DVD system (if equipped).

QUICK REFERENCE CHART

The following chart is a quick summary of your radio and steering wheel controls as well as their respective function(s).

Radio control	Steering wheel control	Function
PHONE		Press to activate SYNC® hands-free calling or to answer an incoming call. When in phone mode, press to send a call, text message, to put a call on hold and answer another call, or to initiate a multi-party call. Press and hold to end a call. Press and hold to cancel a call to emergency services when using the 911 Assist feature (if equipped). Press and hold to exit phone mode when not in an active call.
N/A	VOICE	Press to activate Vo ice Recognition. Press and hold to end an active voice session. Refer to the *Voice recognition system overview* chapter for further information.
◀ SEEK ▶ ▲ /▼ TUNE knob	◀◀ , ▶▶ ⏮ , ⏭	Press / turn to scroll through various menus and selections.
OK	OK	Press to confirm your selection.

SYNC® system controls

Radio control	Steering wheel control	Function
MENU	N/A	Press while in an active call to access SYNC® active call options. Refer to *Active call menu options* in the *SYNC® phone features* chapter. Press MENU while in media to access SYNC® MEDIA MENU. Refer to the *SYNC® media features* chapter for further information.
AUX	N/A	Press repeatedly to cycle through available auxiliary sources. For further information, refer to *Using your media menu* in the *SYNC® media features* chapter.
TEXT	N/A	When the > indicator appears, press to advance the text in the radio display. Press repeatedly to view additional phone contact information or media information.
REV, REW, ⏮	N/A	Press and hold to reverse within a track.
FF, FWD, ⏭	N/A	Press and hold to advance within a track .
SHUFFLE (if available)	N/A	Press and release to shuffle current music content.
▶ / ❚❚ (Play/Pause)	N/A	Press to play / pause the currently playing music.

QUICK START — HOW TO GET GOING

WARNING: Driving while distracted can result in loss of vehicle control, accident and injury. Ford strongly recommends that drivers use extreme caution when using any device that may take their focus off the road. The drivers primary responsibility is the safe operation of their vehicle. Only use cell phones and other devices not essential to the driving task when it is safe to do so.

Pairing your phone through your system

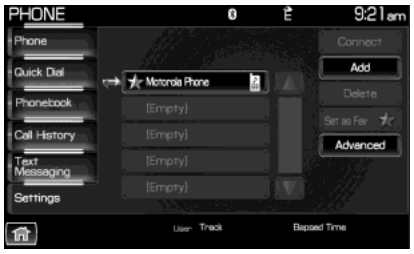
Note: This is a speed dependent feature and will not work if your vehicle is traveling at speeds greater than 3 mph (5 km/h).

The first thing you will need to do to get going is to pair your *Bluetooth*® enabled cellular phone with SYNC®.

1. Press the PHONE hard button.

2. The screen will read NO PHONE CONNECTED. Press the 'Settings' tab on the touchscreen.

3. Press 'Add'.



4. If *Bluetooth* is on, SYNC® will begin the pairing process between your *Bluetooth* enabled phone or device and SYNC®.

Note: Please refer to your phone's user guide for specific pairing instructions.

5. SYNC® will give you a six digit Pass-key (PIN) that you will need to enter into your phone or device when prompted.

When the pairing is complete, PAIRING SUCCESSFUL and then *DEVICE NAME* CONNECTED will appear on the screen.

6. Press YES or NO when SYNC® prompts you to set the phone as the FAVORITE PHONE.
As a 'favorite phone', SYNC® will search for this phone upon each connection cycle. If a phone is not set as a primary, it will still be stored in the device listing to enable you to reconnect to it at any time.

7. If supported by your *Bluetooth* enabled cellular phone, SYNC® will prompt you to download your phone book/call history. Press YES or NO.

Note: Selecting YES will tell SYNC® to re-download the phone book and call history information from your *Bluetooth* enabled cellular phone (if supported) EVERY time your phone reconnects to SYNC®. If you have made any changes to your phone book/call history in SYNC®, they will be overwritten with the new download.

SYNC® will confirm when the phone book and call history are downloaded.

Making a call using your system

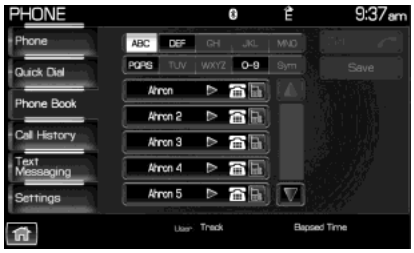
Making a phone call using SYNC® is easy.

Press PHONE and select from one of the following:

- Use the keypad on the 'Phone' tab to manually enter a phone number and press SEND.

OR

- Select the 'Phonebook' tab (if the desired number is saved in the downloaded phone book information).
- Use the quick sort buttons to browse to the desired contact.
- Select the desired contact and press 'Dial'.



Note: This is a phone dependent feature.

OR

- Select the 'Call History' tab (if the desired number is saved in the downloaded call history information).
- Select the desired contact and press 'Dial'.

Note: This is a phone dependent feature.

Making a call using voice commands

1. Press or VOICE. A tone will sound and the system will say "Main menu".

2. Say "Phone".

3. When prompted, say, "Call *<phone book contact name>* or say "Dial" and the desired number.

To erase the last spoken digit, say "Delete".

To erase all spoken digits, say "Clear".

4. Once the desired number/contact is on the screen, either say "Call" or "Dial". SYNC® will attempt to connect to the desired number.
Note: Once the call is placed, it will be logged into your outgoing call history folder.

USING PHONE FEATURES WITH YOUR MOBILE MEDIA SYSTEM

While SYNC® has a variety of features, many of them are dependent on your phone's functionality. To ensure that you have a compatible phone or to check which features are compatible with SYNC®, please check your phone's user guide and also visit www.SyncMyRide.com.

Hands-free calling is one of the main features of SYNC®. SYNC® works in conjunction with your *Bluetooth* enabled cellular phone and your system to offer many options. To access:

1. Press the PHONE hard button.

2. On the phone screen you can choose from:

- **SEND:** Press to receive an incoming call, make an outgoing call, or to redial.
- **END:** Press to end or ignore a call.
- **PRIVACY MODE:** Press to activate privacy mode. During an active phone call with SYNC®, you can choose to transfer the call to your *Bluetooth* enabled cellular phone for a private conversation. **Note:** This is a phone dependent feature.
- **HOLD CALL:** Press to put an active call on hold to have a private conversation within your vehicle cabin. Press again to take off hold. **Note:** This is a phone dependent feature.
- **JOIN CALLS:** Press to join two active calls. **Note:** This is a phone dependent feature.
- **Digit entry:** Press the numbers to manually enter a phone number to call.
- **Signal/battery strength and roaming status** **Note:** This is a phone dependent feature.
- ▶ : Press to see additional numbers or information (if available).
- ᛒ : This *Bluetooth* icon illuminates when a *Bluetooth* enabled phone is connected to SYNC®.

SAVING A CONTACT OR A PHONE NUMBER AS A QUICK DIAL

After you have connected your *Bluetooth* enabled cellular phone and downloaded your phone book/call history, SYNC® allows you to save 10 frequently called numbers for quick access.

1. Press the PHONE hard button on the mobile media system.

2. Select the 'Phone Book' or 'Call History' tab.

3. Select the phone number or the contact you wish to save to the Quick Dial screen.

4. Press 'Save'.

5. Select the Quick Dial location in which you wish to store the contact.

6. Press 'Set/Replace' at the bottom of the screen to save the contact's number to the chosen Quick Dial location.

The system will confirm when the number of the contact is successfully stored.

USING THE PHONE BOOK FEATURE

Note: This is a speed dependent feature. The vehicle must be moving less than 3 mph (5 km/h) to use this feature.

SYNC® enables you to view the contacts downloaded from your *Bluetooth* enabled cellular phone. To access:

1. Press the PHONE hard button.

2. Select the 'Phonebook' tab to access the phone numbers of the contacts downloaded from your *Bluetooth* enabled cellular phone. **Note:** SYNC® will categorize your contacts alphabetically in the Quick Sort buttons on the right of the screen. The buttons will be highlighted if there are contacts stored in that category. Press the highlighted category to access those listings.

For your safety, while you are driving, SYNC® limits the number of viewable contacts. However, all contacts are always available through voice commands.

SYNC® phone features (if equipped)

Note: If supported by your phone, SYNC® will assign location icons for the numbers (i.e., cellular number, home number, work number).

USING YOUR CALL HISTORY

If your *Bluetooth* enabled cellular phone supports phone book/call history downloads via *Bluetooth,* SYNC® will provide these numbers sorted in the CALL HISTORY tab. If your *Bluetooth* enabled cellular phone does NOT support phone book/call history downloads via *Bluetooth,* then SYNC® will log all calls made through SYNC® in the CALL HISTORY tab.

1. Press the PHONE hard button.

2. Select the 'Call History' tab which allows you to have quick access to recent call activity.

Press OUTGOING to view your outgoing calls.

Press INCOMING to view your incoming calls.

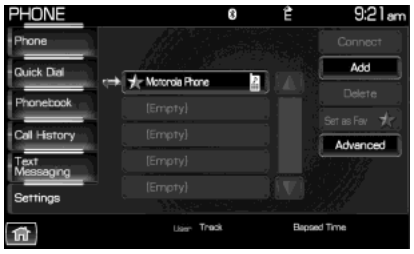
Press MISSED to view your missed calls.

SYSTEM SETTINGS

SYNC® allows you to connect, add, delete or set specified phones as a favorite as well as change advanced settings.
To access:

1. Press the PHONE hard button.

2. Select the 'Settings' tab and then choose the desired device.
You can now choose from the following options:



Connect

Add

Delete

Set as Fav (Favorite)

Advanced

Please refer to the following sections for more information on these features.

Adding a new phone to SYNC®

Note: This is a speed dependent feature. For your safety, this procedure cannot be completed if the vehicle is traveling at speeds faster than 3 mph (5 km/h).

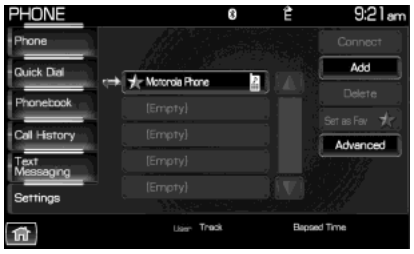
Note: SYNC® can store up to 12 previously paired phones.

This feature allows you to add (pair) a new *Bluetooth* enabled phone to SYNC®. To access:

1. Press the PHONE hard button.

2. Select the 'Settings' tab on the touchscreen.

3. Select 'Add'.



4. When prompted on your phone's display, enter the PIN provided by SYNC®.

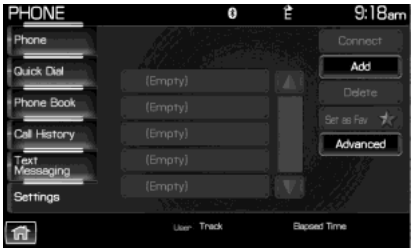
Depending on your phone's capability, you may be prompted with additional options from your phone or SYNC® such as downloading the phone book/call history and setting a favorite.

SYNC® phone features (if equipped)

Connecting a previously paired phone to SYNC®

1. Press the PHONE hard button.
2. Select the 'Settings' tab on the touchscreen.
3. Select the desired device.
4. Select 'Connect'.

SYNC® will confirm it is connecting to the selected phone.



Note: When SYNC® connects the newly selected phone, it will disconnect any previously connected phone.

Deleting a phone from SYNC®

This feature allows you to delete a previously paired phone from SYNC®.

Note: Deleting your phone will remove all information relevant to that phone such as phone book/call history, text messages, etc.

1. Press the PHONE hard button.
2. Select the 'Settings' tab on the touchscreen.
3. Select the desired phone.
4. Press 'Delete'. The system will ask you to confirm.

Setting a phone as your favorite

SYNC® allows you to set a phone as your favorite. This will then be the primary phone that SYNC® reconnects to after each ignition cycle. To access:

1. Press the PHONE hard button.

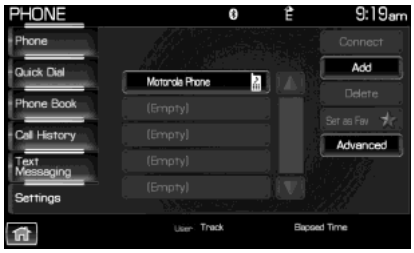
2. Select the ‘Settings’ tab on the touchscreen.
3. Select the desired device.
4. Press ‘Set as Fav’.

Note: The star icon (☆) will appear to the left of the currently selected favorite (primary) phone and a double arrow icon ( ) will appear to signify which phone is currently connected.

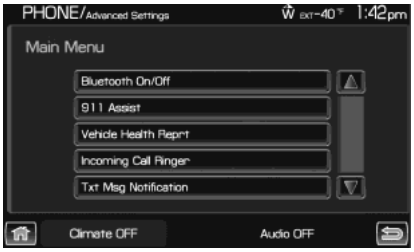
Advanced settings

SYNC® allows you to change many Advanced Settings.
To access:

1. Press the PHONE hard button.
2. Select the ‘Settings’ tab.
3. Select ‘Advanced’.



4. Scroll using ▲ /▼ on the screen to cycle through the following options:



- **Bluetooth On/Off**
- **911 Assist™** (if equipped)
- **Vehicle Health Report** (if equipped, U.S. only)
- **Incoming Call Ringer**
- **Text Message Notification**
- **Automatic Download On/Off**
- **Modify Phonebook**
- **Provider**
- **Candidate Lists**
- **Factory Defaults**
- **Master Reset**
- **Install**
- **System Information**

Turning Bluetooth on/off

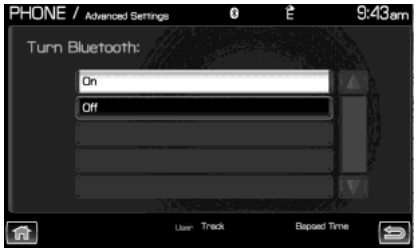
Turning *Bluetooth* OFF will turn off access to all features to all SYNC® *Bluetooth* related features (i.e., text messaging, hands-free calling, *Bluetooth* media streaming). Any incoming text or phone messages will go into their respective missed folders.
To access:

1. Press the PHONE hard button.

2. Select the ‘Settings’ tab on the touchscreen.
3. Select ‘Advanced’.

4. Select ‘Bluetooth On/Off’.

5. Select ‘On’ or ‘Off’.



911 Assist™ (if equipped)
For 911 Assist™ to function properly, the vehicle must have battery power after the crash, the cell phone must be previously paired, connected to SYNC®, and continue to function properly, and the 911 Assist™ feature must be previously enabled (set to ON).

WARNING: Do not wait for 911 Assist™ to initiate an emergency call if you are capable yourself. Dial emergency services immediately to avoid delayed response time, which could increase the risk of serious injury or death after a crash. If you do not hear 911 Assist™ within 5 seconds after the crash, the system or phone may be damaged or non-functional.

SYNC® phone features (if equipped)

The cell phone or 911 Assist™ hardware may become damaged in a crash, the vehicle may lose battery power, or the cell phone may be thrown from the vehicle, which could prevent operation. Additionally, not all crashes deploy an airbag or activate the fuel pump shut-off, which are the criteria to initiate 911 Assist™.

Airbags generally deploy in certain frontal, near frontal, side and rollover crashes, and the deployment of any airbag is intended to act as a 911 Assist™ trigger if those events occur. For more information about airbag deployment, see the *Seating and Safety Restraints* chapter of your Owner Guide. The fuel pump shut-off, in certain vehicles, is intended to act as a trigger for 911 Assist™ in rear-end crashes, in which airbags generally do not deploy. To determine if your vehicle has this trigger, check the *Roadside Emergency* chapter in your Owner's Guide. If your Owner Guide describes a "Fuel Pump Shut-off", it will trigger 911 Assist™. If your Owner Guide describes a "Fuel Pump Shut-off *Switch*", it will not trigger 911 Assist™.

WARNING: Always place cell phone in a secure location to prevent it from becoming a projectile or becoming damaged in the event of a collision. Failure to do so may cause serious injury or damage the phone which could prevent 911 Assist™ from functioning properly.

911 ASSIST™ PRIVACY NOTICE: Once 911 Assist™ is enabled (set to ON) by you, 911 Assist™ may, through any paired and connected cell phone, disclose to emergency services that the vehicle has been in a crash involving the deployment of an airbag or, in certain vehicles, the activation of the fuel pump shut-off. Certain versions or updates to 911 Assist™ may also be capable of electronically or verbally disclosing to 911 operators the vehicle location, and/or other details about the vehicle or crash to assist 911 operators to provide the most appropriate emergency services. If you do not want to disclose this information, do not enable (set to ON) the feature.

Note: If 911 Assist™ is enabled/disabled by any user, the current setting will apply for all paired phones. If the 911 Assist™ setting is disabled (set to OFF), a voice message and/or display item will inform the vehicle occupants when a previously paired phone connects to SYNC®.

In the event of a crash involving the deployment of an airbag or the activation of the fuel pump shut-off, SYNC® is designed to assist occupants in attempting to contact emergency services by dialing 911

through the occupant's paired and connected *Bluetooth* enabled cellular phone. In the event that a connected cellular phone is damaged or loses connection to SYNC®, SYNC® will search for and connect to any available, previously paired cell phone and attempt to place the call to 911.Before initiating the call, SYNC provides a short window of time (approximately 10 seconds) that allows the driver or passenger to decide whether to cancel the call by pressing and holding ☎ on the steering wheel controls. Before initiating the 911 call for the occupants, SYNC® will say the following or a similar message:

"SYNC® will attempt to call 911. If you wish to cancel the call, press and hold the phone button."

If the call is not cancelled and a successful call is made, a pre-recorded message will be played for the 911 operator and then the occupant(s) in the vehicle will be able to communicate with the 911 operator.

Note: Failure to cancel the call by pressing ☎ will result in SYNC® dialing 911.

Note: When you are connected to the 911 operator, be prepared to provide your name, phone number and location immediately, because not all 911 systems are capable of receiving this information electronically.

The following steps are required for the 911 Assist™ feature to perform properly:

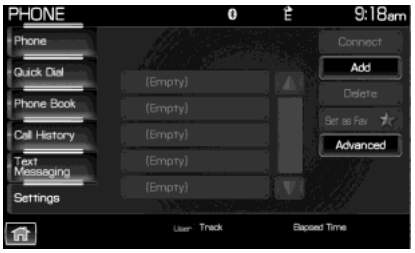
- SYNC® is on and functioning properly at the time of the incident and throughout feature activation and use.
- SYNC® 911 Assist™ feature is set to ON prior to the incident.
- A *Bluetooth* enabled cellular phone is paired and connected to SYNC®.
- A connected *Bluetooth* enabled cellular phone has the ability to make an outgoing call at the time of the incident (i.e, has adequate network coverage and signal strength).
- The vehicle is located in the U.S. or Canada or in a territory in which 911 is the emergency number.

WARNING: Unless 911 Assist™ is previously configured to ON prior to a crash, 911 Assist™ will not dial for help during an emergency, which could delay response time, increasing the risk of serious injury or death after a crash.

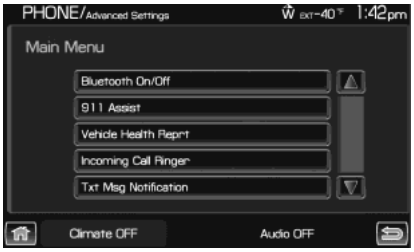
SYNC® phone features (if equipped)

The 911 Assist™ feature is initially set to OFF. The connected phone must be set as the primary phone in order to change the setting. To access the setting:

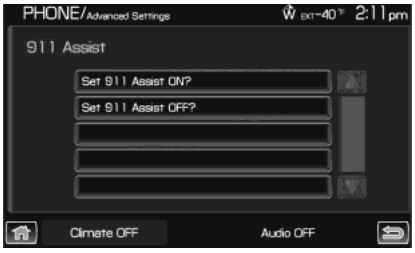
1. Press the PHONE hard button.
2. Select the 'Settings' tab on the touchscreen
3. Press 'Advanced'.



4. Select '911 Assist'.



5. Select the desired setting.



911 Assist Set ON or 911 Assist Set OFF will appear in the display as a confirmation. For more information, please visit www.SyncMyRide.com.

Note: Before enabling (setting to ON), review the 911 Assist™ Privacy Notice.

Vehicle health report (if equipped, U.S. only)

WARNING: Always follow scheduled maintenance instructions, regularly inspect your vehicle, and seek repair for any damage or problem you suspect. Vehicle Health Reports supplements, but cannot replace normal maintenance and vehicle inspection. Vehicle Health Report only monitors those systems that are electronically monitored by the vehicle and will not monitor or report the status of any other system, (i.e., brake lining wear). Failure to perform scheduled maintenance and regularly inspect your vehicle may result in vehicle damage and serious injury.

SYNC® allows you to check your vehicle's overall 'health' in the form of diagnostic report card. The vehicle health report contains valuable information such as:

- Vehicle diagnostic information
- Scheduled maintenance
- Open Recalls and Field Service Actions
- Unserviced items from vehicle inspections by your authorized dealer

You can initiate vehicle health in the vehicle at any time and view the complete report with all information listed above on SyncMyRide.com. You can also choose for SYNC® to automatically remind you to run reports at specific mileage intervals aligned with your vehicle's maintenance schedule. Once you've turned Vehicle Health on in the vehicle, you must go to www.SyncMyRide.com to set up your Vehicle Health Report profile and activate the service online. SyncMyRide.com will also have the latest information on the availability of Vehicle Health Report in markets outside the U.S. Cell phone airtime usage may apply when reporting.

VEHICLE HEALTH REPORT PRIVACY NOTICE: When you run a Vehicle Health Report, Ford Motor Company may collect your cell phone number (to process your report request) and diagnostic information about your vehicle. Certain versions or updates to Vehicle Health Report may also collect additional vehicle information. Ford may use the vehicle information it collects for any purpose. If you do not want to disclose your cell phone number or vehicle information, do not run the feature or set up your Vehicle Health Report profile at www.SyncMyRide.com. Refer to www.SyncMyRide.com — Vehicle Health Report Terms and Conditions, and Privacy Statement — for more information.

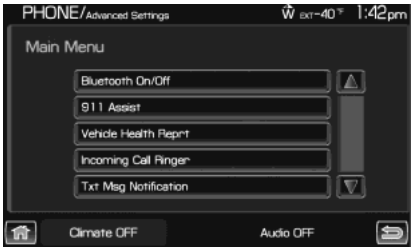
See *End User License Agreement* at the end of this book

SYNC® phone features (if equipped)

Note: To scroll, press ◀ SEEK ▶ or ▲ /▼ .

1. Press the PHONE hard button.
2. Select the 'Settings' tab.
3. Press 'Advanced'.

4. Select 'Vehicle Health Report'.



5. Select 'Run Report'. SYNC® will run a health report of the vehicle's diagnostic systems and send the results to your selected e-mail address.

Note: This feature may not function properly if you have enabled caller ID blocking on your mobile phone.

Automatic reports (available in the U.S. only)

You can choose to have SYNC® automatically prompt you to run a health report at certain mileage intervals. To do so, you must first turn on the automatic report feature. To access:

1. Press the PHONE hard button.

2. Select the ‘Settings’ tab on the touchscreen.
3. Press ‘Advanced’.

4. Select ‘Vehicle Health Report’.

5. Select ‘Automatic Reports’.

6. Select the desired setting.

Mileage interval (available in the U.S. only)

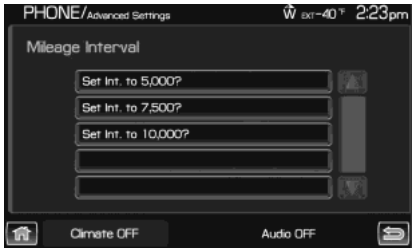
Once you have turned on the automatic report feature, you can then choose at which mileage intervals you would like to be prompted to run a health report. To access:

1. Press the PHONE hard button.
2. Select the 'Settings' tab on the touchscreen.
3. Press 'Advanced'.

4. Select 'Vehicle Health Report'.

5. Select 'Mileage Interval'.

6. Select the desired mileage interval setting.



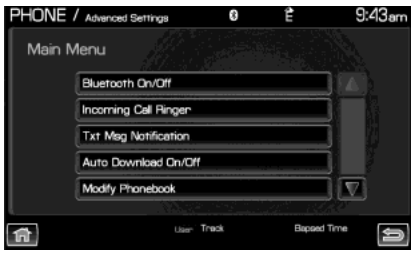
When the chosen mileage is reached, SYNC® will automatically prompt you and ask if you would like to run a health report. You can then accept and SYNC® will send you an e-mail with the information or you can choose to have SYNC® remind you later.

Selecting your ring tone

SYNC® allows you to select from various ringers which will sound during an incoming call. To access:

1. Press the PHONE hard button.
2. Select the 'Settings' tab on the touchscreen.
3. Select 'Advanced'.

4. Scroll using ▲ /▼ on the touchscreen and select 'Incoming Call Ringer'.



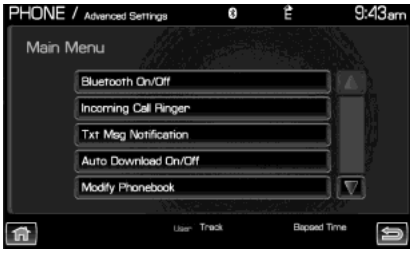
5. Select from three ring tones, your cellular phone's ring tone or to turn the ringer off.

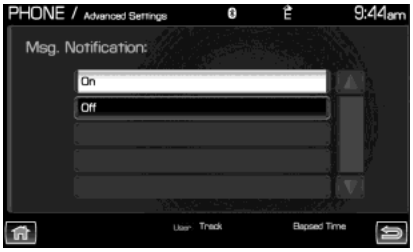
Turning the text message notification on/off

You can choose to turn SYNC®'s text message notification on or off. To access:

1. Press the PHONE hard button.
2. Select the 'Settings' tab on the touchscreen.
3. Select 'Advanced'.

4. Select 'Txt Msg Notification' and turn the feature on or off.





Select 'On' to turn text message notification on. With notifications turned on, an audible tone sounds during an incoming text message and response options appear in the display (i.e., view the message, have the system read the message aloud, dial the person sending the message or cancel).

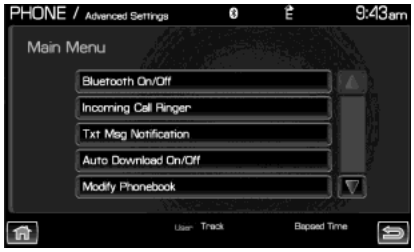
Select 'Off' to turn text notifications off. With notifications turned off, you will not be notified by a tone and the incoming text message will not appear on screen.

Selecting automatic downloading

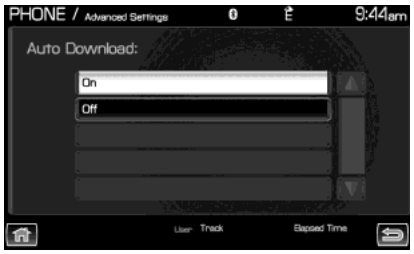
If you choose, SYNC® will automatically download your phone book and call history from your connected *Bluetooth* enabled cellular phone upon every connection cycle. This automatic download will overwrite your existing phone book and call history stored in SYNC®.
To access:

1. Press the PHONE hard button.
2. Select the 'Settings' tab on the touchscreen.
3. Select 'Advanced'.

4. Select 'Auto Download On/Off'.



5. Select ‘On’ or ‘Off’.

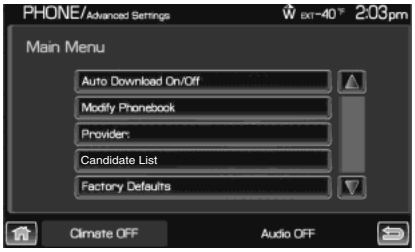


Modifying your phone book and call history

SYNC® allows you to add contacts as well as download and delete your phone book/call history.
Note: Erasing a contact or all contacts in your phone book/call history in your SYNC® system will NOT erase any information in your cellular phone.
To access:

1. Press the PHONE hard button.
2. Select the ‘Settings’ tab on the touchscreen.
3. Press ‘Advanced’.

4. Select ‘Modify Phonebook’ and select from:



ADD CONTACTS: Select to 'push' contacts from your *Bluetooth* enabled cellular phone. SYNC® will prompt you to send the contacts from your phone. When successfully sent, the display will read XXX CONTACTS RECEIVED FINISHED? Press YES if you are finished or press NO if you wish to send more contacts to SYNC®.
Note: Pushing contacts via *Bluetooth* is a phone dependent feature. Refer to your phone's user guide for instructions.

DOWNLOAD PHONE BOOK / CALL HISTORY: Select YES to automatically download the phone book/call history from your currently connected *Bluetooth* enabled cellular phone. Select NO and the system will not perform this function upon every connection cycle.

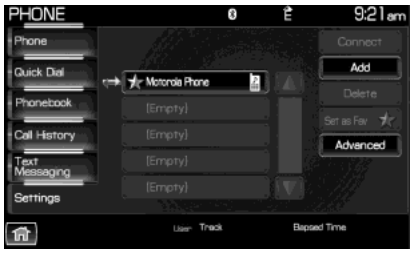
DELETE PHONE BOOK / CALL HISTORY: Select YES to delete the entire phone book/call history from SYNC®.
Note: This function will NOT delete any information from your connected *Bluetooth* enabled cellular phone.

Viewing your phone's provider

Note: This is a phone dependent feature.

To view your phone's provider through SYNC®:

1. Press the PHONE hard button.
2. Select the 'Settings' tab on the touchscreen.
3. Press 'Advanced'.



4. Scroll using ▲ /▼ on the touchscreen until ‘Provider’ appears.

Candidate lists

SYNC® is equipped with an advanced voice recognition system which can perform a multitude of tasks. For example, SYNC®’s voice recognition system will ask for clarification if it does not have a high level of confidence in what was spoken. The level of feedback which SYNC® provides can be adjusted. You can choose a higher level of verbal prompts for more guidance or you can choose to simply hear the prompts when the system needs direction.
To access:

1. Press the PHONE hard button.
2. Select the ‘Settings’ tab on the touchscreen.
3. Press ‘Advanced’.

4. Scroll using ▲ /▼ on the touchscreen and select ‘Candidate Lists’.
5. Select ‘On’ for a higher level of voice interaction or ‘Off’ to turn off the voice prompts.

Returning to the factory default settings

SYNC® allows you to return to its factory default settings. This selection will not erase your downloaded phone book/call history, text messages, etc. If you wish to erase all information, refer to *Performing a master reset* in the following section.
To access:

1. Press the PHONE hard button.
2. Select the 'Settings' tab on the touchscreen.
3. Select 'Advanced'.

4. Scroll using ▲ /▼ on the touchscreen and select 'Factory Defaults'.
5. SYNC® will ask you to confirm your selection. Press YES and the system will confirm 'Factory Defaults Reset'.

Performing a master reset

Performing a master reset will not only return all preference settings to the factory defaults, but it will also completely erase all phone book, call history and text messages previously downloaded to SYNC®. To access:

1. Press the PHONE hard button.

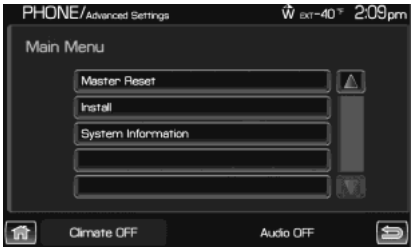
2. Select the ‘Settings’ tab on the touchscreen.

3. Select ‘Advanced’.

4. Scroll using ▲ /▼ on the touchscreen and select ‘Master Reset’.

5. SYNC® will ask you to confirm. Press YES to continue.

SYNC® will confirm when the master reset is complete.



Installing a new application

You can download new software applications (if available) and then load the desired applications onto SYNC® through your USB port. Please refer to www.SyncMyRide.com for more information.

To install any downloaded software:

1. Press the PHONE hard button.

2. Select the ‘Settings’ tab on the touchscreen.

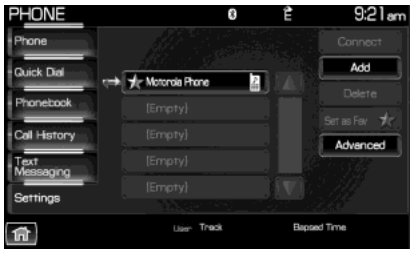
3. Select ‘Advanced’.

4. Scroll using ▲ /▼ on the touchscreen and select ‘Install’. Follow the prompts.

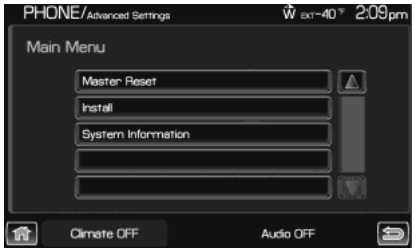
Accessing SYNC® system information

To access SYNC® system information:

1. Press the PHONE hard button.
2. Select the ‘Settings’ tab on the touchscreen.
3. Select ‘Advanced’.



4. Scroll using ▲ /▼ on the touchscreen and select ‘System Information’.



This screen will show you SYNC®'s system information.

TEXT MESSAGING ✉

Note: Downloading and sending text messages via *Bluetooth* are phone dependent features.

Note: Certain features in text messaging are speed dependent and cannot be completed when the vehicle is traveling at speeds over 3 mph (5 km/h).

SYNC® not only enables you to send and receive text messages via *Bluetooth*, but SYNC® will read them to you aloud and also translate many popularly used text messaging acronyms such as "lol". SYNC® also allows you to respond with a list of predefined messages.
To access:

1. Press the PHONE hard button.

2. Select the 'Text Message' tab on the touchscreen. SYNC® will automatically check to see if the currently connected phone supports text messaging. If it does not, this screen will display.

3. If your phone is equipped for text messaging, SYNC® will take you to the text messaging screen. From this screen you will be able to select from the following options:

View: Select the desired text message and press VIEW to view the text message.
Note: For your safety, this is a speed dependent feature.

Listen: Select desired message and press LISTEN to have the system read the text message to you aloud.

Compose: Select to compose a new text message.
Note: For your safety, this is a speed dependent feature.

Delete All: Select to delete all text messages from SYNC®.
Note: This will not delete all messages from your *Bluetooth* enabled cellular phone.

Download: If your phone supports downloading text messages via *Bluetooth* wireless technology, you can download your unread text messages to SYNC®.
Note: SYNC® does not download read text messages from your phone.

Receiving an incoming text message

When there is an incoming text message, an audible tone will sound and the screen will display a pop up with the caller name and ID if supported by your phone.

Press 'View' to view the text message.

Press 'Listen' for SYNC® to read the message to you aloud.

Press 'Reply' to send a reply text message.

Press 'Dial' to call the contact.

Press 'Cancel' to exit the screen.

From the 'View' screen, you can then choose to:

- **Listen** as SYNC® reads the message to you aloud.
- **Compose** your own message.
  Note: This is a speed dependent feature.
- **Reply** to the message.
  Note: This is a speed dependent feature.
- **Forward** the text message to someone in your phone book or to a phone number.
  Note: This is a speed dependent feature.

Sending a text message

Note: Sending text messages via *Bluetooth* is a phone dependent feature.

Note: This is a speed dependent feature and cannot be completed when the vehicle is traveling at speeds over 3 mph (5 km/h).

1. Press the PHONE hard button.

2. Select the 'Text Message' tab on the touchscreen.

3. Press 'Compose'.

4. Scroll using ▲ / ▼ on the touchscreen to cycle through a list of 15 predefined text messages you can send from SYNC®.

- Can't talk right now
- Call me
- Call you later
- Be there in 10 minutes
- Be there in 20 minutes
- Yes
- No
- Why?
- Thanks
- Where R you?

- I need more directions
- I love you
- Too funny
- Can't wait to see you
- I'm stuck in traffic

5. Select the desired text message. In addition to your text, the message will also contain a signature of : "This message was sent from my *Ford, Lincoln or Mercury* vehicle."

6. Press ✉ Recipients. SYNC® will now allow you to choose to whom you would like to send your text message.

Note: Only one recipient per text message is allowed.

7. Press 'Phone Book' to access your phone book listings. Press ▲ /▼ to cycle through the contacts. Press the desired contact and press ✉ Send.

Note: For quicker browsing, SYNC® will only make available the quick sort buttons for the respective downloaded phone book contacts.

Press 'Phone Number' to send your text message to a phone number (which is not listed with a contact in your phone book/call history). Use the dial pad to manually enter the desired number. Once the number is entered, press ✉ Send.

SYNC® will ask you to confirm. Press ✉ Send.

Forwarding a text message

Note: Forwarding text messages via *Bluetooth* is a phone dependent feature.

Note: This is a speed dependent feature and cannot be completed when the vehicle is traveling at speeds over 3 mph (5 km/h).

1. Press the PHONE hard button.

2. Select the 'Text Message' tab on the touchscreen.

3. Select 'Compose'.

4. Scroll using ▲ / ▼ on the touchscreen to select one of SYNC®'s 15 predefined text messages.

5. Press ✉ Recipients. SYNC® will now allow you to choose to whom you would like to send your text message.
Note: Only one recipient per text message is allowed.

6. Press 'Phone Book' to access your phone book contacts. Select the desired contact and press ✉ Send.

Note: For quicker browsing, SYNC® will only make available the quick sort buttons for the respective downloaded phone book contacts.

SYNC® will ask you to confirm. Press ✉ Send.

VOICE COMMANDS IN PHONE MODE

WARNING: Driving while distracted can result in loss of vehicle control, accident and injury. Ford strongly recommends that drivers use extreme caution when using any device that may take their focus off the road. The drivers primary responsibility is the safe operation of their vehicle. Only use cell phones and other devices not essential to the driving task when it is safe to do so.

In phone mode, press or VOICE on the steering wheel controls. When prompted, you may say any of the following commands:

- Dial
- Call <name> at home
- Call <name> at work OR Call <name> in office
- Call <name>
- Call <name> on mobile OR cell
- Call <name> on other

Note: In the above possible commands, "*<name>*" is a dynamic listing in that it could be any desired name from your phone book, call history, etc.

Note: With the above commands, words in ( ) are optional and do not have to be spoken for the system to understand the command.

Note: If you are not in phone mode, press or VOICE on the steering wheel controls. When prompted, say, "Phone" and then any of the above commands.

In phone mode, you can say "Dial" to access any of the following commands:

- <number> 0–9
- Delete (deletes one digit)
- Plus
- Asterisk (*)
- 700 (seven hundred)
- 411 (four-one-one), 911 (nine-one-one), etc.
- Dial
- Clear (deletes all entered digits)
- Star
- 800 (eight hundred)
- 900 (nine hundred)
- # / (pound, slash)

SYNC® phone features (if equipped)

In phone mode, you may say these commands at any time:

- Phone
- Voice settings
- Exit
- Help

In voice settings mode, you may say:

- Phone candidate lists on
- Phone candidate lists off

Phone candidate lists are a list of possible results from your voice commands. These occur when SYNC has equal confidence of several possible results from your voice command.

CONNECTING YOUR DIGITAL MEDIA PLAYER TO SYNC®

1. Ensure that the vehicle and mobile media system are ON.

2. Plug the media device into the USB port and ensure that the device is ON. (Refer to your vehicle's *Owner's guide* for exact USB port location.)

3. Press the MEDIA hard button on the mobile media system.

4. Select the 'User Device' tab.

5. Press 'Source' repeatedly until USB appears.

6. Press 'Music Library'.

7. Select from the listed features. Please refer to *Using the Media Music Library* later in this chapter.

CONNECTING YOUR DIGITAL MEDIA PLAYER TO SYNC® VIA VOICE COMMANDS

1. Ensure that the vehicle and the mobile media system are ON.

2. Plug the media device into the USB port and ensure that the device is ON. (Refer to your vehicle's *Owner's guide* for exact USB port location.)

3. Press VOICE or . SYNC® will say, " Main menu" and the listening icon will appear in the display.

4. Say "User Device". The system will say, "USB, please say a command."

SYNC® will begin indexing the music media when the device is plugged into the USB port. If your digital media player contains many media files, INDEXING may appear in the display. When the indexing process is complete, you may access the media content in your digital media player using voice commands.

5. Once the music is indexed, you can play music on your digital media player by saying any of the following commands:

- Play All
- Play Artist <*name*>
- Play Album <*name*>
- Play Genre <*name*>
- Play Playlist <*name*>
- Play track <*name*>

SYNC® MEDIA SOURCES AND FEATURES

The 'User Device' tab provides you access and control over the SYNC® media sources: USB, BT AUDIO and LINE IN. Once you choose which SYNC® media source you would like to listen to, you can then use SYNC®'s many other features to make playing adjustments.
To access:

1. Ensure that your playing device is plugged into the USB port or Auxiliary input jack (LINE IN) and your device is on.
Note: If you already have a device connected to the USB port, you cannot access the LINE IN feature. Some digital media players require both USB and LINE IN ports to stream data and music separately.

2. Press the MEDIA hard button on the mobile media system.

3. Select the 'Users Device' tab on the touchscreen.

4. Press 'Source' repeatedly to cycle through the possible media sources of USB, BT AUDIO and LINE IN.

You can also access the following buttons:

- **Music Library:** Provides you access to SYNC®'s many media features, such as: Play All, Play Artists, Play Albums, Play Tracks, Play Playlists, and Explore the USB.
- **Similar Music:** In USB mode, select to have SYNC® create a new playlist of music similar to the currently playing track.
- **Repeat:** Select to repeat the current track in USB mode.
- **Shuffle:** Select to shuffle the current tracks in USB mode.
- **Settings:** Refer to *Advanced settings* in the *SYNC® phone features* chapter for information on how to make adjustments to the prompts, language, master reset, factory defaults, etc.
- **Text:** Press to view additional information, if available.

What's playing?

At any time while a track is playing, SYNC® will read the metadata tags of the track to you (if populated). Simply press or VOICE. A tone will sound and SYNC® will say "Main menu". Say "USER DEVICE" and, when prompted, ask "What's playing?"

Supported media players, formats and metadata information

SYNC® is capable of hosting nearly any digital media player, including iPod®, Zune™, "Plays from device" players, and most USB drives. Supported audio formats include MP3, WMA, WAV and AAC.

SYNC® is also able to organize and sort your indexed media from your playing device by metadata tags. Metadata tags are descriptive software identifiers embedded in your media files which provide information about the media file. SYNC® supports the following metadata tags:

- Artist
- Album
- Genre
- Track

If your indexed media files contain no information embedded in these metadata tags, SYNC® will automatically classify the empty metadata tags as UNKNOWN.

SYNC® media features (if equipped)

ACCESSING AND USING YOUR USB PORT

Your vehicle is equipped with a USB port. (For exact location, refer to your vehicle's *Owner's guide).* You can use the USB port to plug in and access media devices as well as charge devices (if supported by your device). For a list of compatible media players, refer to www.SyncMyRide.com.

Note: Since your USB port allows you to charge your device (if supported by your device), SYNC® will not automatically change media modes when something is initially plugged into the USB port. To access:

1. Ensure that your digital playing device is plugged into the USB and is ON.

2. Press the MEDIA hard button on the mobile media system.

3. Select the 'User Device' tab.

4. Press 'Source' repeatedly to until USB appears in the line above 'Source'.

If the connected device and media content is supported, SYNC® will begin indexing available media files. NO MEDIA will appear if there are no readable media files for SYNC® to play. If there are readable files, INDEXING may appear. If Autoplay is ON, SYNC® gives you the ability to access media files randomly as they are indexed. If Autoplay is OFF, indexed media is not available until the indexing process is complete. After indexing is complete, INDEXED will appear.

Once indexing is complete, you may press ◀◀ / ▶▶ to access the previous/next track. You may also press ▶ / ❙❙ to play/pause the current track.

Note: SYNC® is capable of indexing thousands of average size media files. The time required to complete the indexing process is dependent upon the size of the media content being indexed and the device itself.

If at any time the device is removed from the USB port, USB REMOVED will appear.

STREAMING MUSIC FROM YOUR BLUETOOTH ENABLED PHONE

Note: This is a phone dependent feature. Refer to your phone's user guide for further information on how to stream *Bluetooth* audio.

SYNC® allows you to stream music from your *Bluetooth* enabled cellular phone to play through SYNC®. To access:

1. Ensure that the desired music is playing on your paired phone and your phone is in *Bluetooth* audio streaming mode.

2. Press the MEDIA hard button on the mobile media system.

3. Select the 'User Device' tab on the touchscreen.

4. Press SOURCE repeatedly to until BT AUDIO appears in the line above SOURCE.

USING LINE IN (AUXILIARY INPUT JACK) WITH SYNC®

Your vehicle is equipped with an auxiliary input jack which allows you to plug in and play your portable music player over the vehicle speakers. For exact location of your auxiliary input jack, refer to your vehicle's *Owner's guide*.
To access:

Note: If you already have a device connected to the USB port, you cannot access the LINE IN feature. Some digital media players require both USB and LINE IN ports to stream data and music separately.

1. Ensure that the desired device is plugged into the Auxiliary input jack and is playing.

2. Press the MEDIA hard button on the mobile media system.

3. Select the ‘User Device’ tab on the touchscreen.

4. Press ‘Source’ repeatedly to until LINE IN appears in the display. The music will begin to play over the vehicle’s speakers.

USING THE MEDIA MUSIC LIBRARY

Once your music has been indexed into SYNC® through the USB port, you can then use the many features of the media library. To access:

1. Press the MEDIA hard button on the mobile media system.

2. Select the ‘User Device’ tab on the touchscreen. Press ‘Source’ repeatedly until USB appears in the display.

3. Select ‘Music Library’.

From this screen, you can access the following:

- **Play All**
- **Artists**
- **Albums**
- **Genres**
- **Playlists**
- **Tracks**
- **Explore USB**

Accessing the Play All feature

The Play All feature in SYNC® will play all indexed media (tracks) from your playing device in flat file mode, one at a time in alphabetical order. To access:

1. Press the MEDIA hard button on the mobile media system.
2. Select the 'User Device' tab on the touchscreen.
3. Press 'Source' repeatedly until USB appears.
4. Press 'Music Library'.

5. Scroll using ▲ / ▼ on the touchscreen to select 'Play All'.

Selecting and playing specific artists

SYNC® allows you to sort all indexed media by artists. To access:

1. Press the MEDIA hard button on the mobile media system.
2. Select the 'User Device' tab on the touchscreen.
3. Press 'Source' repeatedly until USB appears.
4. Select 'Music Library'.

5. Scroll using ▲ / ▼ on the touchscreen and select ‘Artists’.

SYNC® will allow you to scroll through all indexed artists and select which you would like to hear.

Selecting and playing specific albums

SYNC® allows you to play all indexed media by ALBUMS. To access:

1. Press the MEDIA hard button on the mobile media system.
2. Select the ‘User Device’ tab on the touchscreen.
3. Press ‘Source’ repeatedly until USB appears.
4. Select ‘Music Library’.

5. Scroll using ▲ / ▼ on the touchscreen and select ‘Albums’.
6. Use ▲ / ▼ to scroll through and select the desired album to play.

Selecting from different genres

SYNC® allows you to sort indexed music by genre (category) type. SYNC® will automatically re-categorize your indexed music according to the available genre metadata tags. To access:

1. Press the MEDIA hard button on the mobile media system.
2. Select the 'User Device' tab.
3. Press 'Source' repeatedly until USB appears.
4. Select 'Music Library'.

5. Scroll using ▲ / ▼ on the touchscreen and select 'Genres'.

Accessing your playlists

SYNC® supports many playlists formats, such as: .ASX, .M3U, .WPL and .MTP. To access:

1. Press the MEDIA hard button on the mobile media system.
2. Select the 'User Device' tab on the touchscreen.
3. Press 'Source' repeatedly until USB appears.
4. Select 'Music Library'.

5. Scroll ▲ / ▼ using on the touchscreen and select ‘Playlists’.

6. Scroll using ▲ / ▼ to select the desired playlist.

Playing a specific track

SYNC® allows you to search for and play a specific track which has been indexed. To access:

1. Press the MEDIA hard button on the mobile media system

2. Select the ‘User Device’ tab.

3. Press ‘Source’ repeatedly until USB appears.

4. Select ‘Music Library’.

5. Scroll using ▲ / ▼ on the touchscreen and select ‘Tracks’ to view your indexed tracks.

6. Scroll using ▲ / ▼ and select the desired track to play.

Exploring the USB device

SYNC® allows you to explore through all supported digital media on your media device which is connected through the USB port. To access:

1. Press the MEDIA hard button on the mobile media system.
2. Select the 'User Device' tab.
3. Press 'Source' repeatedly until USB appears.
4. Select 'Music Library'.

5. Scroll using ▲ / ▼ on the touchscreen and select 'Explore USB'.

6. Use ▲ / ▼ to scroll through all indexed media on your USB device.

Note: Media can be played directly through the Explore USB feature by selecting the desired track or by selecting PLAY ALL.

Note: When you are playing USB SYNC® MEDIA using the Explore USB feature, and you have folders saved on your playing device, you are in folder mode. In folder mode, you can say, "Play next folder" or "Play previous folder" to advance within your saved folders.

Accessing your BT Devices menu and features

The BT DEVICES menu allows you to connect, add and delete *Bluetooth* devices from SYNC®.
To access:

1. Press the MEDIA hard button on the mobile media system.

2. Select the ‘User Device’ tab.
3. Select ‘BT Devices’.

4. Select from available options of:

- **Connect:** Select to connect a previously paired device to SYNC®.
- **Add:** Select to add a device through Discovery and Discoverable modes. Refer to *Adding a new device in discovery or discoverable mode* in the following section.
- **Delete:** Select to delete a previously paired device.
- **Advanced:** Refer to *Advanced Settings* in the *SYNC® phone features* chapter for information on how to make adjustments to advanced settings.

Adding a new device in discovery or discoverable mode

1. Press the MEDIA hard button on the mobile media system.
2. Select the ‘User Device’ tab.
3. Select ‘Bluetooth Devices’.

4. Select ‘Add’. If your device supports discoverable mode, enter the PIN given by SYNC®. If your device supports discovery mode, press ‘Find Other Devices’.
5. Select the desired device.
6. SYNC® will take you to the ‘New Device’ menu. Enter the PIN given by your device into SYNC® via the touch pad and press ‘Enter’.

See *End User License Agreement* at the end of this book

VOICE COMMANDS WHEN USING THE USB PORT

WARNING: Driving while distracted can result in loss of vehicle control, accident and injury. Ford strongly recommends that drivers use extreme caution when using any device that may take their focus off the road. The drivers primary responsibility is the safe operation of their vehicle. Only use cell phones and other devices not essential to the driving task when it is safe to do so.

When using the USB port, press or VOICE on the steering wheel controls. When prompted, say "User Device" and any of the following commands:

- Play all
- Pause
- Similar music
- Play previous track
- Shuffle on
- Play previous folder[2]
- Autoplay off
- Repeat off
- Play genre <name>[1]
- Play track <name>[1]
- Voice settings
- Play
- What's playing?
- Play next track
- Play next folder[2]
- Shuffle off
- Autoplay on
- Repeat on
- Play album <name>
- Play playlist <name>[1]
- Play artist <name>[1]

In voice settings mode, press or VOICE on the steering wheel controls. When prompted, you may say the following commands:

- Media candidate lists on
- Media candidate lists off

[1] Voice commands are not available until indexing is complete.

[2] Voice commands only available in folder mode. For more information, refer to *Exploring the USB device.*

Note: In the above possible commands, *"name"* is a dynamic listing in that it could be the name of any desired group, artist, etc.

Media candidate lists: Lists are a list of possible results from your voice commands. These occur when SYNC has equal confidence of several possible results from your voice command.

Autoplay: With this feature ON, SYNC will automatically begin to play your music as it is being indexed. As the system is finishing indexing all of your songs, you can listen to music. With this feature OFF, SYNC will not begin to play any of your music until it has all been indexed.
Note: The larger the number of songs SYNC has to index, the longer indexing will take.

Play Genre: You can play a specific genre (type) of music. SYNC will read all the data from your indexed music and, if available, will begin to play that type of music.
Note: You can only play genres of music which are present in the music you have indexed to SYNC.

Similar music: You can tell SYNC to play music 'similar' to what you are currently playing.

Phone candidate lists are a list of possible results from your voice commands. These occur when SYNC has equal confidence of several possible results from your voice command.

Voice commands while using Line in

While using the Line in feature (Auxiliary input jack), press or VOICE on the steering wheel controls. When prompted, you may say the following commands:

- Exit
- Line in

Voice commands when in Bluetooth audio mode

When in Bluetooth audio mode, press or VOICE on the steering wheel controls. When prompted, say any of the following commands:

- Play
- Pause
- Play next track
- Play previous track

Note: Please refer to your device's user guide to see if these commands are supported for *Bluetooth* audio.

At any time, you may say these commands:

- User Device
- Help
- Phone
- Line in
- Exit

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- You may use the FORD SOFTWARE as installed on the vehicle.

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SYNC® End user license agreement

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Read and follow instructions

Before using your Windows Automotive-based system, read and follow all instructions and safety information provided in this end user manual ("User's Guide"). Not following precautions found in this User's Guide can lead to an accident or other serious consequences.

Keep User's Guide in Vehicle

When kept in the vehicle, the User's Guide will be a ready reference for you and other users unfamiliar with the Windows Automotive-based system. Please make certain that before using the system for the first time, all persons have access to the User's Guide and read its instructions and safety information carefully.

WARNING: Operating certain parts of this system while driving can distract your attention away from the road, and possibly cause an accident or other serious consequences. Do not change system settings or enter data non-verbally (using your hands) while driving. Stop the vehicle in a safe and legal manner before attempting these operations. This is important since while setting up or changing some functions you might be required to distract your attention away from the road and remove your hands from the wheel.

General operation

Voice Command Control

Functions within the Windows Automotive-based system may be accomplished using only voice commands. Using voice commands while driving allows you to operate the system without removing your hands from the wheel.

Prolonged Views of Screen

Do not access any function requiring a prolonged view of the screen while you are driving. Pull over in a safe and legal manner before attempting to access a function of the system requiring prolonged attention. Even occasional short scans to the screen may be hazardous if your attention has been diverted away from your driving task at a critical time.

Volume Setting

Do not raise the volume excessively. Keep the volume at a level where you can still hear outside traffic and emergency signals while driving. Driving while unable to hear these sounds could cause an accident.

Use of Speech Recognition Functions

Speech recognition software is inherently a statistical process which is subject to errors. It is your responsibility to monitor any speech recognition functions included in the system and address any errors.

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